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# Purpose

The Operational and Customer service Plan procedure is designed to:-

* Define the requirements of customers
* Put into place positive strategies that plan to provide suitable solutions to the stated, implicate and obligatory needs of customers.
* Identify Quality and Risks monitoring of customer feedback procedures and responses.
* Show Quality and Risks commitment to continuously improving their service to others

# Scope

To identify, plan, monitor and respond to the needs and expectations of the Quality & Risk customers. Both Internally and Externally.

# Definitions

Q&R – Quality and Risk Team

CFD – Customer Feedback Database

IR – Improvement Request

QMS – Quality Management System

MRM – Managers Review Meetings

# Procedure

1. **Defining the requirements of customers**

Quality & Risk Team are to solicit feedback to be distributed to management and staff of the departments and internal auditors.

This will be distributed on a yearly basis and will focus specifically on obtaining feedback, positive and negative to enable planning to take place to continuously improve the service provided by the Q&R department. The initial feedback will set the benchmark for customer satisfaction regarding Q&R at REDIMED.

* Internal customers to use REDIMED customer Feedback Database System, which links the Quality Management System.
* IR to be promoted on a quarterly basis, via email, to Q&R certified department at REDIMED, proposing positive or negative feedback to the Q&R department.
* Acknowledge through communication with departments of REDIMED the Q&R departments values their input / feedback directly and emphasise that all feedback or complaints will be listened to, acknowledged and the issue will be dealt with in a positive manner to bring about solutions to further improve the service.
* Q&R team to analyse and review the feedback at our monthly team meetings and to use this information to continually develop and improve customer service.

**Reason:** To consider feedback from customers to determine whether or not we have met their specified and perceived requirements.

**Person Responsible:** Q&R Manager, Client Relationship & Sales Team Leader and Team Leaders.

1. **Put into place positive strategies that plan to provide suitable solutions to the stated, implicate and obligatory needs of customers.**

* Annual survey results will be collated, reviewed and analysed and continuous planning will be created from these results. A workflow program will be created to indicate what strategies will be introduced to meet the identified customer needs.
* A database of all feedback and proposed solutions will be kept on the QMS.
* Setup an interactive wall in a prominent area where Q&R staff can provide information and invite feedback from our customers.

**The operational plan will:**

* Set operational objectives and expectations to fulfil customer needs
* Allocate resources as required
* Support changes in work practices or procedures
* Support the introduction of new systems
* Communicate consistently, effectively and respond to changing circumstances

**Reason:** To ensure the plan details the necessary actions to meet customer needs and expectations

**Person Responsible:** Q&R Manager, Client Relationship & Sales Team Leader, and Team Leaders.

1. **Identify Quality and Risks monitoring of Services, Customer feedback**

* Identify problems, successes and unmet customer needs
* Communicate to customers about our services through the Q&R generic email and at the MRM’s
* Assess and review what can be done to exceed customer expectations
* The root Cause will be determined after an investigation has taken place by the staff member who it has been assigned to.
* The investigation process is as follows:
* The assigned staff member will liaise with all relevant parties to establish what, why, where and when the occurrence happened.
* Relevant parties will meet to discuss the solution and course of action.
* If the feedback is non urgent the improvement request will be followed up 6 months from the date resolved. The follow up will determine if the implementations put in place have been effective. If the issue has been resolved, then the person assigned to follow up can close it after the review period.
* If it is urgent, priority or critical, the improvement request must be followed up within 3-6 months and closed by the Quality and Risk Manager once the issue has been resolved.
* If the issue has not been resolved after these time periods, a review will be carried out again in another 3-6 months. The issue will remain open until the implementations have been put in place to stop it occurring again.

**Reason:** To ensure the plan details the necessary actions to meet customer needs and expectations

**Person Responsible**: Q&R Manager, Client Relationship & Sales Team Leader and Team Leaders.

1. **Show Q&R’s commitment to continuously improving their service to others**

* Assess feedback and determine what needs to be done differently to improve action planning and continuous improvement

**Reason:** To measure the level of service delivered to the customer and to determine customer satisfaction levels

**Person Responsible:** Q&R Manager, Client Relationship & Sales Team Leader and Team Leaders.

Please refer to the Client Relationship and Sales Team policy and procedure listed in the appendices below.

# Appendices

Customer Feedback Policy BDPL1

Customer Feedback Procedure BDP1

Customer Feedback Register (Located in the Staff Information Board Folder in Sub Folder Customer Feedback.

Customer Feedback Form BD1

Improvement Request (IR) QR5